

MOVING SERVICES CONTRACT

1. 1. Parties, Locations, and Move Dates

This Moving Services Contract (the "Contract") is entered into on [CONTRACT DATE] between [MOVING COMPANY NAME], located at [MOVER ADDRESS], operating under [USDOT NUMBER / MC NUMBER / STATE MOVER LICENSE NUMBER] (the "Mover"), and [CUSTOMER NAME], located at [CUSTOMER ADDRESS] (the "Customer"). The Mover will move the goods described in the inventory from the origin at [ORIGIN ADDRESS] to the destination at [DESTINATION ADDRESS]. The scheduled pickup date or spread is [PICKUP DATE OR SPREAD], and the agreed delivery date or spread is [DELIVERY DATE OR SPREAD]. The primary contacts and phone numbers for the move are [MOVER CONTACT AND PHONE] and [CUSTOMER CONTACT AND PHONE], and the Customer will be reachable during transit at [TRANSIT PHONE].

2. 2. Services Included

The Mover will provide the following services: [SERVICES, e.g., loading, transportation, and unloading; full or partial packing; unpacking; furniture disassembly and reassembly; appliance disconnection and reconnection where permitted; crating of specified items; and placement of items in designated rooms at destination]. Packing materials supplied by the Mover include [MATERIALS] and are charged at [MATERIALS PRICING, e.g., per item at the rates in Exhibit B]. The Mover will not transport the following prohibited items: hazardous, flammable, corrosive, or explosive materials; ammunition; propane tanks; paint and solvents; perishable food; live plants or animals; and irreplaceable items such as cash, jewelry, securities, passports, deeds, prescription medication, and personal data devices, which the Customer will transport personally. Services not listed in this section, including [EXCLUDED SERVICES, e.g., piano and safe moving, hoisting, cleaning, debris removal, and third-party servicing], are available only if separately quoted and confirmed in writing.

3. 3. Estimate Type and Charges

The Parties select the following estimate type: [SELECT ONE — BINDING ESTIMATE: the total price of [ESTIMATE AMOUNT] is fixed for the services and inventory described, and does not change even if the shipment weighs more than estimated, provided the inventory and services are unchanged; NON-BINDING ESTIMATE: the estimate of [ESTIMATE AMOUNT] is the good-faith projection of the Mover and final charges will be based on actual weight or hours plus applicable charges, with the Customer not required to pay more than [MAXIMUM COLLECTION PERCENTAGE, e.g., 110 percent] of the estimate at delivery and any balance billed thereafter; or BINDING NOT-TO-EXCEED: the Customer pays actual charges or the estimate of [ESTIMATE AMOUNT], whichever is lower]. The estimate is based on the inventory in Exhibit A and the access conditions described in Section 5. If the Customer adds items or requests services not listed, the Mover will prepare a written addendum before performing the additional work, and the Customer may decline. Hourly rates, where applicable, are [HOURLY RATE] with a minimum of [MINIMUM HOURS], and travel or fuel charges are [TRAVEL AND FUEL CHARGES].

4. 4. Accessorial and Additional Charges

Additional charges may apply for services and conditions not included in the base estimate, including: long carry beyond [CARRY DISTANCE, e.g., 75 feet] at [LONG CARRY RATE]; stair carry beyond [FLIGHT ALLOWANCE] at [STAIR RATE] per flight; elevator carry at [ELEVATOR RATE]; shuttle service where the truck cannot access the property at [SHUTTLE RATE]; waiting time beyond [WAITING ALLOWANCE] at [WAITING RATE]; bulky article charges for items such as [BULKY ITEMS, e.g., pianos, safes, hot tubs, exercise equipment] at [BULKY RATES]; storage in transit at [STORAGE RATE] per [STORAGE PERIOD] plus handling

charges; and re-delivery or second-trip charges at [REDELIVERY RATE]. The Mover will identify any expected accessorial charge in the estimate where the condition is known in advance, and will notify the Customer before incurring an unanticipated accessorial charge where practical. All accessorial charges will be itemized on the final invoice with the basis for each charge. Charges for services the Customer declines in writing before they are performed will not be applied.

5. 5. Access, Parking, and Property Conditions

The Customer will ensure legal and adequate parking for a vehicle of approximately [TRUCK LENGTH] at both origin and destination, including any permit, reserved space, or building loading dock reservation required, and will pay any permit fee or parking fine incurred because access was not arranged. The Customer will notify the Mover in writing before the move of any access condition affecting the estimate, including [ACCESS CONDITIONS, e.g., stairs and number of flights, elevator size and reservation windows, narrow driveways, gated communities, low clearances, and distance from the parking area to the entrance]. The Customer will reserve building elevators and comply with any certificate of insurance requirement of the building, providing building management contact details to the Mover at least [BUILDING NOTICE, e.g., five business days] before the move. Where undisclosed access conditions require a shuttle, additional labor, or additional time, the resulting accessorial charges apply. The Customer will ensure both properties are safe to work in, with clear walkways and functioning lighting.

6. 6. Inventory, Packing, and Condition Documentation

Before loading, the Mover will prepare an inventory listing each item or carton and noting its apparent condition using standard exception codes, and the Customer or an authorized representative will review and sign it. The Customer will note any disagreement about the recorded condition on the inventory before signing, since the signed inventory is the primary record used to evaluate claims. Cartons packed by the Customer are marked as owner-packed, and the Mover is not liable for damage to the contents of owner-packed cartons unless the carton itself shows external damage caused by the Mover or the damage results from mishandling. The Customer will declare in writing any article valued above [HIGH VALUE THRESHOLD, e.g., \$100 per pound] on a high-value inventory form before loading, or the liability of the Mover for that item is limited accordingly. At destination, the Customer will check off the inventory as items are unloaded and note any missing or damaged item on the delivery paperwork before the crew leaves.

7. 7. Valuation and Liability for Loss or Damage

Valuation is the level of liability the Mover accepts for the goods and is not insurance. The Customer selects one of the following: RELEASED VALUE PROTECTION, included at no additional charge, under which the liability of the Mover is limited to [RELEASED VALUE RATE, e.g., 60 cents] per pound per article regardless of the actual value of the item; or FULL VALUE PROTECTION, at a charge of [FULL VALUE CHARGE] with a deductible of [DEDUCTIBLE AMOUNT], under which the Mover will, at its option, repair the item, replace it with a like item, or pay the cost of repair or replacement at current market value, subject to the declared value of the shipment of [DECLARED SHIPMENT VALUE]. The Customer selection is: [SELECTED VALUATION OPTION], and the Customer acknowledges this election in writing at Section 15. Separate moving insurance, if desired, must be purchased from a licensed insurance provider and is not sold by the Mover unless separately licensed. Liability of the Mover does not extend to items of extraordinary value that were not declared, to owner-packed carton contents, to mechanical or electrical function where there is no external evidence of damage, or to loss caused by acts of the Customer, defects inherent in the item, or events outside the control of the Mover.

8. 8. Delivery Window, Delays, and Storage in Transit

The Mover will deliver the shipment within the agreed delivery date or spread stated in Section 1, subject to weather, road conditions, mechanical failure, and other events outside its reasonable control. The Mover will notify the Customer as soon as practical of any delay and will provide a revised delivery date. If the Customer is not ready to receive the shipment on the agreed date, the Mover may place the goods into storage in transit at the expense of the Customer at [STORAGE RATE], plus handling charges, and the liability of the Mover during storage continues at the valuation level selected in Section 7 unless the goods are converted to permanent storage. If the Mover fails to deliver within the agreed window for reasons within its control, the Customer may be entitled to delay compensation of [DELAY COMPENSATION, e.g., a per diem amount for documented reasonable expenses] as required by applicable law or as stated here. The Mover will contact the Customer at least [DELIVERY NOTICE, e.g., 24 hours] before delivery to confirm arrival timing.

9. 9. Payment Terms

The Customer will pay a deposit of [DEPOSIT AMOUNT] to reserve the move date, which is credited against the final charges. Unless the Parties agree otherwise in writing, all charges are due on delivery before the shipment is unloaded, by [ACCEPTED PAYMENT METHODS]. Under a non-binding estimate, the Customer is required to pay no more than [MAXIMUM COLLECTION PERCENTAGE, e.g., 110 percent] of the estimated charges at delivery, with any remaining balance due within [BALANCE PERIOD, e.g., 30 days]. Amounts not paid when due accrue a late charge of [LATE FEE PERCENTAGE] per month or the maximum permitted by applicable law, whichever is less. The Mover will provide an itemized final invoice showing base charges, accessorial charges, valuation charges, and materials, and any charge not itemized may be disputed.

10. 10. Cancellation and Rescheduling

The Customer may cancel or reschedule the move by giving written notice. A cancellation with at least [FULL REFUND NOTICE, e.g., seven days] notice before the scheduled pickup date entitles the Customer to a full refund of the deposit. A cancellation with less than that notice but at least [PARTIAL REFUND NOTICE, e.g., 48 hours] notice entitles the Customer to a refund of [PARTIAL REFUND PERCENTAGE] of the deposit. A cancellation with less than [MINIMUM NOTICE, e.g., 48 hours] notice, or a failure to be ready at the origin on the scheduled date, forfeits the deposit and may incur a failed pickup charge of [FAILED PICKUP FEE]. If the Mover cancels or fails to arrive within the agreed pickup spread for reasons within its control, the Customer receives a full refund of the deposit and the Mover will make reasonable efforts to arrange an alternative date or carrier. Rescheduling requested by the Customer more than once may be subject to a rebooking fee of [REBOOKING FEE] and to date availability.

11. 11. Claims for Loss or Damage

The Customer will note any visible loss or damage on the inventory or delivery receipt at the time of delivery, before the crew departs, and will retain a copy. A written claim must be filed with the Mover within [CLAIM PERIOD, e.g., nine months] of the delivery date, or within the shorter period permitted by applicable law for the type of move, describing the item, the damage, and the amount claimed, with supporting photographs and any proof of value available. The Mover will acknowledge the claim within [CLAIM ACKNOWLEDGEMENT PERIOD, e.g., 30 days] and will pay, decline, or make a settlement offer within [CLAIM RESOLUTION PERIOD, e.g., 120 days] of receiving it. The Mover may inspect the damaged item and its packaging before settlement, and the Customer will retain the item and packaging until the inspection is completed or waived. Payment of a claim is subject to the valuation option selected in Section 7 and to any deductible chosen.

12. 12. Customer Obligations and Prohibited Items

The Customer will be present or will designate an authorized adult representative at both origin and destination for the duration of loading and unloading, with authority to sign documents and direct placement of items. The Customer will remove and personally transport all prohibited and irreplaceable items listed in Section 2, will empty and defrost appliances, will secure or drain fuel-powered equipment, and will disconnect electronics and network equipment unless the Mover has been engaged to do so. The Customer will disclose any item requiring special handling, any known infestation, and any condition that may present a health or safety risk to the crew. The Customer will ensure that pets and children are kept clear of the work area throughout the move. Any item found in the shipment that is prohibited may be removed and left at the origin at the discretion of the Mover, without liability.

13. 13. Crew Conduct, Subcontracting, and Insurance

The Mover will supply trained personnel and equipment appropriate to the move, will supervise its crew, and remains responsible for the acts and omissions of its personnel. The Mover maintains commercial general liability insurance of at least [MOVER LIABILITY COVERAGE], cargo coverage of at least [CARGO COVERAGE], and workers compensation as required by law, and will provide certificates of insurance to the Customer or building management on request. The Mover may use a subcontract carrier or agent for part of the transportation, and will notify the Customer if it does so, remaining responsible for performance under this Contract. The Mover will not solicit gratuities, and any tip is at the sole discretion of the Customer. The Customer will report any concern about crew conduct to [MOVER ESCALATION CONTACT] rather than addressing it with the crew directly.

14. 14. Governing Law, Dispute Resolution, and General Provisions

This Contract is governed by the laws of the State of [GOVERNING STATE] without regard to conflict of laws rules, except that interstate moves are also subject to applicable federal law and regulations governing household goods carriers, which control where they conflict with this Contract. The Parties will attempt to resolve any dispute through direct discussion, and any unresolved dispute will be brought in the courts located in [VENUE COUNTY AND STATE], subject to any arbitration program the Mover is required to offer for household goods claims. This Contract, with the inventory, estimate, and any written addendum, is the entire agreement between the Parties and supersedes prior quotes and conversations; amendments must be in writing and signed by both Parties. If any provision is unenforceable it will be limited to the minimum extent necessary and the remainder stays in force. Neither Party is liable for delay or failure caused by events beyond its reasonable control, including severe weather, road closures, and government action.

15. 15. Valuation Election and Signatures

VALUATION ELECTION: The Customer has read Section 7 and selects [RELEASED VALUE PROTECTION AT NO ADDITIONAL CHARGE / FULL VALUE PROTECTION AT THE CHARGE STATED]. Customer initials confirming the valuation election: _____. By signing below, both Parties confirm they have read and agree to this Contract, including the estimate type and the valuation election, as of the Contract Date. MOVER: [MOVING COMPANY NAME]. Signature: _____. Printed Name: [MOVER SIGNER NAME]. Title: [TITLE]. Date: [DATE]. CUSTOMER: [CUSTOMER NAME]. Signature: _____. Printed Name: [CUSTOMER SIGNER NAME]. Date: [DATE]. This Contract may be executed in counterparts, and electronic signatures have the same effect as original signatures.

16. Disclaimer

This template is provided for general informational purposes only and is not legal advice. Household goods

moving is heavily regulated, and interstate moves are subject to federal rules governing estimates, valuation, required disclosure documents, delivery, and claims, while intrastate moves are governed by state agencies with their own tariff and licensing requirements. Review and adapt this document for the type of move and the states involved, and consult a licensed attorney or your state regulator before relying on it. Use of this template does not create an attorney-client relationship with ScanContract.

Template provided by ScanContract (scancontract.ai) for informational purposes only. Not legal advice.